DOCUMENT RESUME

ED 267 814 IR 051 475

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TITLE Library 2000.
PUB DATE 25 Oct 85
NOTE 10p.; Paper presented at the Annual Meeting of the Georgia Library Association (Augusta, GA, October 25, 1985).
PUB TYPE Viewpoints (120) -- Speeches/Conference Papers (150)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS *Academic Libraries; Higher Education; *Information Science; Information Seeking; *Library Administration; *Library Planning; Long Range Planning; Online Searching; *Online Systems; Position Papers; Research Libraries; *Technological Advancement
IDENTIFIERS *Georgia Institute of Technology; Optical Disks

ABSTRACT

In fall 1984, the Georgia Institute of Technology administration and library staff began planning for Library 2000, a project aimed at creating a showcase library to demonstrate the application of the latest information technology in an academic and research environment. The purposes of Library 2000 include: increasing awareness of students, faculty, staff, other libraries, and clients outside the institute about the availability of information and data; enhancing available information resources through the use of online services and optical disks; creating personalized information systems using artificial intelligence to provide up-to-date literature in researchers' areas of interest; and demonstrating that the application of existing technology can enhance information finding efficiency and achieve greater user productivity. Assumptions and goals were developed in a series of brain-storming sessions dealing with the institute's future, technological trends, and library users and clients. Some of the major assumptions about the future include: users and clients will demand increasing amounts of information in numeric, textual, and bibliographic form; the technology to create Library 2000 exists today; books will continue to exist, especially in the humanities and social sciences; some books, particularly reference books, will be replaced by optical disks or online services; Georgia Tech is in an unique position to lead in the application of information technology; and Georgia Tech people are helping make the history of technology. (THC)

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LIBRARY 2000

REMARKS BY

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AUGUSTA, GEORGIA

OCTOBER 25, 1985

IR051475

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TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

As we approach the threshold of the 21st century, there is a lot of talk about the Library of the future but no one seems to be doing much about it. While the future is by no means certain, technology is not totally unpredictable. Anything we can think about doing in libraries is technologically possible today. In order to bring about change, an organization must plan. We are fortunate at Tech because we can plan on a very solid foundation built by Dorothy Crosland and Graham Roberts. Assumptions about the future on which the plan is based are critical.

Last fall the Georgia Tech administration and library began planning for Library 2000. Our assumptions and our goals were developed in a series of brain-storming sessions dealing with the Institute's future, technological trends and library users and clients. Our goals were refined by small groups of library staff.

The purpose of this presentation is to share Georgia Tech's plans with you.

Library 2000 is a project aimed at creating a showcase library to demonstrate the application of the latest information technology in an academic and research environment. In addition, we want to increase our understanding of the relationship between information, technology and people, insure that every Tech graduate will be information literate as well as computer literate and preserve the history of Tech and the papers and manuscripts of its history makers.

Some of our major assumptions about the future are: 1) our users and clients will demand more and more information in numeric, textual and bibliographic form; 2) the technology to create Library 2000

exists today; 3) books will continue to exist especially in the humanities and social sciences; 4) some books, particularly reference books, will be replaced by optical disks or online services; 5) there are more opportunities than we can manage; 6) Tech is in an unique position to lead in the application of information technology; and 7) Tech people are making the history of technology.

The Committee on Human Factors, National Research Council, in a recent report stated, "The impact of information technology on our lives has already been pervasive and profound, but it promises to be even more extensive in the future...increasing numbers of people are finding themselves interacting with computer based systems for the purposes of creating, organizing, retrieving, evaluating, or transmitting information."(1) The technology is providing an unprecedented opportunity to transform the behavior of information seekers and users, improve their productivity and the productivity of information resources.

The purposes of Library 2000 are to: 1) increase the awareness of the availability of information and data to students, faculty, staff, other libraries and clients outside the Institute; 2) enhance available information resources through the use of online services and optical disks; 3) create personalized information systems using artificial intelligence to provide researchers up-to-date literature in their areas of interest; and 4) demonstrate that the application of existing technology can enhance information finding efficiency and

achieve greater user productivity. As information resources become easier to use, more people will use them bringing about greater productivity of these resources.

Tech is uniquely qualified to be a leader in this area. The Library will acquire its 2 millionth cataloged volume early in 1986. The Library houses one of the largest scientific and technical collections in the country. Tech's schools of electrical engineering, industrial engineering, and information and computer science are outstanding and world renown. The Library can bring a multidisciplinary approach to the creation of the Library of the future.

The first phase of Library 2000 will be the creation of a data base containing bibliographic information on the holdings of the Tech library, the NTIS database and abstracts of journal articles in engineering and science.

The Tech holdings data base now is available online in the Library. It will be available to faculty in their offices via the GT Network by early 1986. Faculty may browse or query this database, send a request to the library on the network and have the material delivered to their buildings with the library's present delivery service. In addition, we will have dial up ports for other libraries.

Interaction with our data base will be observed so that data can be gathered to build expert systems based on information seeking patterns of individuals in the various academic disciplines. By studying these patterns we hope to increase our understanding of how people seek, evaluate and use information. This data will be

combined with faculty profiles to create personalized systems tailored to the individual's interests and information seeking patterns.

A second phase of the project will be the installation of an integrated system for circulation, acquisitions, and serials control. This system will be integrated with our online information system so that when users query the system they can see if a book or journal, is available, on order or if they should request that it be purchased.

Optical disks and CD ROM's will be an integral part of Library 2000. They offer significant benefits in information storage and supply. By the year 2000 the contents of many periodicals and reference works will be stored on optical disks. With this form of storage a 36", shelf could hold the equivalent of 8 million pages. The cost savings will be significant.

Optical disks also can be used for numeric information storage. A disk connected to a computer is a far more effective way to access statistical information than print or a floppy disk. Within the next few years more and more statistical data will be distributed on CD ROM or 12 inch laser disks. I anticipate that we will rely on these disks for historical data and will access online sources only for current data.

Another area of development for optical disks involves the area of information representation. The National Research Council reports stated, "We lack an appropriate conceptual framework for describing information apart from its representation...the practical need for a

theory of representation is increased as a consequence of the fact that information technology extends the range of representational options considerably. A theory would provide guidance regarding what representation(s) is (are) most appropriate for specific information situations and regarding how to mix effectively various representational modes such as text, outlines, linked node, diagrams, graphs, pictures, dynamic process models and speech."(2) The optical disk combined with text, voice and graphics offer us unlimited opportunities to create various forms of information, increase our understanding of information seeking and learning and to offer innovative approaches to teaching and learning. The Tech Library will be experimenting with multi-media, information representation and retrieval in the years to come.

An important part of Library 2000 will take a long time to implement. I have a personal goal to insure that all Tech students become information literate in their fields before they graduate. Knowledge about information and how to obtain it will give our students a competitive edge which will increase in importance as the economic value of information increases.

Currently, our staff teach two courses in the School of Information and Computer Science. These courses are relatively traditional but include an introduction to online searching. Our goals in information literacy are focused on information awareness not hands-on searching. We want students to know about the online information sources in their fields and how to obtain information. We

also want them to be cognizant of the desirability of consulting information professionals.

The courses being planned will be tailored to the student's field of study. The first specialized course probably will be in management. Most people in management can obtain most of the information they need from online sources. They do not have to use the library. They can download data in spreadsheet format, access the full-text of major business journals and be buried with online financial data from Dow Jones, Compustat, Moodys and Valuline. We want our students to know what's out there.

As a preliminary to this course, we will be doing special briefings and demonstrations for the faculty in the College of Management. We will expand specialized courses into the various fields of science and engineering as time, talent and money permit.

The impetus for our futuristic thinking and planning has come from the celebration of our Centennial and a mandate from our administration to plan strategically. The Centennial also brought about the realization of the value of the Institute's past and the treasures of the Library. On October 11, 1985, the Library opened its first exhibit of rare books in science and technology. These books had been hidden away for years. No one on campus thought Tech had rare books. The reactions of our students, faculty and alumni have been most gratifying. One faculty member told me that the exhibit changed the image of Tech from the practical North Avenue Trade School to an institute for scholarship.

As we look into our closets and storerooms to assemble our collection, we are expanding our Archival program. The Centennial and the Library have created the awareness that Tech people make the history of technology and the Library's job is to preserve it. We have begun a program of collecting the papers and manuscripts of selected faculty and alumni to preserve that history for the scholars of the future. One of our goals is to create a Center for the Study of the History of Technology and Industry.

Some of you may be sitting here saying to yourselves, "What you say is okay but where are you getting the money to do it?" The answer is, "I don't know" but we have made a start at obtaining funds from the Institute, foundations and individuals. We are talking with information producers and vendors about collaborative projects and joint ventures. We never will have all we need but we have made a start. We have taken some big risks. Some members of our staff are uncomfortable and feel we are moving too fast.

David Louis Stein said, "The past is gone, the present is full of confusion and the future scares the hell out of me!" The future scares the hell out of me too because we have mapped a very ambitious program which will stretch our energies, talents and money.

In conclusion, I will leave you with the thoughts of Warren Bennis who said, "Leaders do the right things, managers do things right." I believe we are doing the right things. I believe we are headed in the right direction. Happily, for me, our Library staff know how to do things right.

Thank you very much.

References

1. Committee on Human Factors, Commission on Behavioral and Social Sciences and Education, National Research Council. Research Needs on The Interaction Between Information Systems and Their Users: Report of a Workshop. Washington, D.C. 1984.

2. Ibid.